

Claims

1. A system for remote access to a telephone, the system comprising:
 - a communication device having a display, an input mechanism and a web browser, said communication device in a location remote from said telephone;
 - an information center comprising:
 - a local area network providing communication pathways within said information center;
 - a private branch exchange (PBX) system providing delivery of external and internal telephone calls and messaging to and from said information center;
 - a web server programmed to provide a web-based graphical user interface (GUI) accessible by said communication device; and
 - said telephone coupled to said local area network, said web server and said PBX system, said telephone receives, from said PBX system, information indicative of a telephone call; and
 - a web-based communication channel coupling said communication device and said information center to cause a remote access session,
 - whereby, during said session, said communication device receives said information indicative of said telephone call.
2. The system for remote access of claim 1, wherein said telephone comprises a multi-function desktop keyset.
3. The system for remote access of claim 2, wherein said telephone further comprises a workstation coupled to said keyset.
4. The system for remote access of claim 1, wherein said communication device comprises one of a cellular phone, a portable computer, an on-premise device, a personal digital assistant or a stationary computing device.
5. The system for remote access of claim 1, wherein said web server comprises an authentication system.
6. The system for remote access of claim 1, wherein said web-based GUI comprises a web page which when accessed prompts a security protocol on said server.
7. The system for remote access of claim 6, wherein said security protocol comprises an authentication system.

8. The system for remote access of claim 1, wherein during said session, said telephone is inoperable.
9. The system for remote access of claim 1, wherein said telephone comprises a phantom extension.
10. The system for remote access of claim 1, further comprising a unified messaging server (UMS) coupled to said PBX system.
11. The system for remote access of claim 10, further comprising a database coupled to said UMS for storing a voice mail message.
12. The system for remote access of claim 1, wherein said information indicative of a telephone call comprises real-time live communication.
13. The system for remote access of claim 1, wherein said information indicative of a telephone call comprises a voicemail message.
14. The system for remote access of claim 13, wherein said information comprises data to display said voicemail message on said display of said communication device.
15. The system for remote access of claim 10, further comprising an OAI link coupling said UMS and said PBX system.
16. The system for remote access of claim 15, wherein said OAI link comprises a plurality of channels.
17. The system for remote access of claim 1, wherein said PBX system comprises an Internet protocol controller (IPC).
18. The system for remote access of claim 17, further comprising a plurality of transmission packets comprising voice channel and call control information on said local area network from said IPC.
19. The system for remote access of claim 1, wherein during said session, said telephone displays a notification of the inoperable state.

20. A system for establishing a remote access session to an office telephone via an Internet connection, the system comprising:
 - an office center comprising;
 - a messaging server configured to receive, store and cause a textual display of a telephone-related event on a display of a communication device;
 - a private branch exchange (PBX) system receiving and delivering external and internal voice calls to and from said information center, said PBX system coupled between a public switched telephone network (PSTN) and said messaging server; and
 - a web server coupled to said PBX system and said messaging server, said web server programmed to provide a website accessible via the world wide web; and
 - a remote device having a display, a function key and a web browser, said remote device configured to access said website via the world wide web and cause a remote access session between said remote device and said information center, during said session, said remote device receiving said textual display of said event on said remote device display, said function key enabling a management of said event within said office center.
21. The system of claim 20, wherein said communication device comprises a keyset.
22. The system of claim 21, wherein said communication device further comprises a workstation coupled to said keyset.
23. The system of claim 20, wherein said remote device comprises one of a cellular phone, a portable computer, an on-premise device, a personal digital assistant or a stationary computing device.
24. The system of claim 20, further comprising an OAI link between said messaging server and said PBX system.
25. The system of claim 24, wherein said OAI link comprises a plurality of channels.
26. The system of claim 24, wherein information transmitted on said OAI link is compressed.
27. The system of claim 20, wherein said event comprises a voice mail message.
28. The system of claim 20, wherein said event comprises a real-time telephone call.

29. The system of claim 20, wherein said web site comprises a visual selection corresponding to said information center and upon selection, a bi-directional path is established between said remote communication device and said messaging server.
30. The system of claim 29, further comprising a command from said message server to said PBX system to disable said communication device within said information center.

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31. A system for establishing a remote access session to an office telephone via an Internet connection, the system comprising:

an office center comprising;

a web server having a protocol conversion software stored thereon;

a network providing communication pathways within said office center;

a private branch exchange (PBX) system having a plurality of station ports and configured to receive and deliver a telephone call to said office telephone via at least one of said ports; and

an Internet protocol controller (IPC) coupled to said PBX system and configured to translate telephone-related information relating to said office telephone into one or more packets for transmission over said network to said web server; and

a web-compliant portable communication device having a display and a web browser, said web browser having a conversion software for bi-directional conversion of data transceived between said portable communication device and said web server during said session,

whereby, said portable communication device couples to said network and to one of said ports and receives said telephone call in real-time.

32. The system of claim 31, wherein said office telephone comprises a multi-function desktop keyset.

33. The system of claim 33, wherein said office telephone further comprises a workstation coupled to said keyset.

34. The system of claim 31, wherein said packets comprise compressed speech and text.

35. The system of claim 31, wherein said IPC comprises a plurality of appearances corresponding to an equal number of office telephones.

36. The system of claim 35, wherein said IPC comprises 8 appearances.

37. The system of claim 31, wherein said conversion software on said web browser downloaded from said web server to said portable communication device.

38. The system of claim 31, wherein said office telephone comprises a phantom extension.

39. A method for remote access to a telephone coupled to an office information center, said method comprising the steps of:

establishing a communications link between a remote client and the world-wide-web;

displaying a web page on said remote client;

from said web page, establishing a communications link to a port of a private branch exchange (PBX) system of said office information center, said port corresponding to a pre-existing link to said telephone;

constructing a web page model of said telephone, said web page model comprising a representation of a plurality of functions available on said telephone;

coupling a telephone-related event from said PBX to said remote client;

terminating said communications links between said remote client and said office information center; and

updating said telephone functions in accordance with any alterations made by said remote client.

40. The method for remote access of claim 39, wherein access to said telephone comprises accesses to one of a keyset, a workstation coupled to a keyset, or a phantom extension.

41. The method for remote access of claim 39, wherein said step of establishing a communications link to a port of said PBX system comprises the steps of:

establishing a communications link to a messaging server of said office information center; and

establishing a link between said messaging server and said PBX system.

42. The method for remote access of claim 41, wherein said link between said messaging server and said PBX system comprises an OAI link.

43. The method for remote access of claim 42, further comprising the step of transferring data representative of said plurality of functions over said OAI link.

44. The method for remote access of claim 39, further comprising the step of compressing data representative of said incoming call prior to routing said call to said remote client.

45. The method for remote access of claim 39, further comprising the step of establishing a link to a web page server having said web page stored thereon.

46. The method for remote access of claim 39, wherein said step of establishing a communications link to a port of said PBX system comprises the steps of:

establishing a communications link between said remote client and a local area network of said office information center; and

establishing a link to a Internet protocol controller (IPC) of said PBX system.

47. The method for remote access of claim 46, further comprising the step of translating said incoming call to a packet for transmission.

48. The method for remote access of claim 39, further comprising the step of routing a voice mail message stored on a database within said office information center to said remote client.

49. The method for remote access of claim 48, further comprising the step of viewing said voice mail message on a display of said remote client.

50. The method for remote access of claim 39, further comprising the step of displaying on a display of said telephone a notification that said telephone is disabled.

51. The method for remote access of claim 39, further comprising the step of determining the type of remote client prior to displaying said web page.

52. The method for remote access of claim 39, further comprising the step of authenticating said remote client.

53. The method for remote access of claim 39, wherein said step of establishing a communications link between said remote client and the world-wide-web comprises activating a pre-programmed function key on said remote client.

54. The method for remote access of claim 39, further comprising the step of disabling said plurality of functions available on said telephone and enabling said remote client to manage said functions.

55. The method for remote access of claim 54, further comprising the step of restoring said port link to said telephone.

56. The method of remote access of claim 39, wherein said coupling step comprises an incoming call received at said PBX.